

Wings of Excellence Awarded to Jennifer Bailey and Timothy Osborne

ABX recently awarded two employees with the coveted Wings of Excellence award.



Quality Assurance Associate Auditor Jennifer Bailey received the Silver Wings of Excellence award for her exceptional service in overhauling the ABX Airworthiness Directive program. She helped to create a new process for filing completed AD tasks, aligning ABX with industry standards. She also investigated thousands of AD compliances, manually updating them in MXi to ensure that every single aircraft in the ABX fleet was corrected and reporting perfectly. Thank you, Jennifer!

Maintenance Controller Timothy Osborne received the Silver Wings of Excellence award for his dedication to duty and willingness to go the extra mile to ensure that maintenance control operations are staffed at optimum levels. He has regularly volunteered to work additional shifts, and even took on additional manager duties, performing them flawlessly to ensure that our customers were promptly supplied with vital fleet status updates. Thank you, Tim!

The Wings of Excellence program was established to recognize and reward our people who demonstrate extraordinary performance, commitment to the company, or community involvement. There are two award levels: the Silver Wings of Excellence and the Gold Wings of Excellence. The Gold Wings of Excellence is ABX Air's highest honor.



2022 Year In Review

The ABX Air team once again excelled in 2022. Below is a review of our accomplishments in each department and throughout the company.

2022 Key Accomplishments Overview

- Exceeded planned Revenue and planned EBIT
- Added 6 growth aircraft to DHL fleet
 - Added 2 newly converted B767-300s from CAM bringing the DHL CMI agreement to 12 aircraft
 - Secured 5-year deal with DHL to place 4 B767-300s from Kalitta into Cml service in Q3 and Q4
 - Increased DHL Crew Counts from 59 at beginning of the year to a peak of 80.5 in September and ended the year at 76.5
- DHL Transatlantic Operations – Operated 2 Transatlantic routes throughout the year (ORD-EMA-CGN and CVG-CGN/BRU)
- Flew 692 Hot Spare trips for DHL
- Managed 138 schedule changes for DHL and Amazon, including multiple new stations across both networks
- Operated 2 aircraft for UPS in December
- Implemented new Lufthansa software suite to replace Sabre platform in Crew Scheduling, Dispatch and Aircraft Movement Control
- 2022 Overall On Time Performance – 97.28%
 - Amazon 2022 OTP – 97.53%
 - DHL CMI 2022 OTP – 97.21%



Safety

- Successfully completed DoD Biennial Audit and DoD Security Audit of FSO program
- Achieved OSHA TIR Injury Rate for 2022 better than annual goal and national industry average
- Completed IOSA required Self-Audit
- Developed and implemented Inter-Departmental Auditor Sharing Program
- Implemented Delta Engine De-Rate reporting program

Maintenance

- Awarded FAA Diamond and NATA Employer Awards for superior Maintenance Technician training for 5th consecutive year
- Added 6 new 767-300 aircraft in 6 months for DHL consisting of 3 different aircraft configurations and adding a 6th engine type
- Developed and implemented cargo lock guide to accurately identify cargo locks with a hyperlinked interface to the W&B manual for correct and timely deferrals of cargo locks
- Secured new CVG warehouse to move centralized stores and materials management from ILN to CVG to reduce lead times getting parts and improve OTP

Flight Operations

- Hired and trained 126 pilots and upgraded 36 Captains for growth and to offset attrition / retirements
- Used non-seniority list simulator instructors for 91% of new hire training, increasing check airmen productivity
- Implemented Lufthansa Flight Operations Software suite for Flight Planning / Dispatch and Crew Qualifications
- Completed conversion of entire ABX Technical Publications library to ProAuthor software which is scalable for future growth
- Obtained FAA approval for procedures and training to obtain Operations Specifications to perform GPS and RNAV approaches



Crew Relations

- Partnered with Union, at their request, on a joint display booth at the annual Cargo Facts Symposium
- Reduced pilot grievances by over 46% compared to 2021
- Utilized COVID preventative measures and managed highest COVID spike of the pandemic in January 2022 with minimal impact to the operation

Crew Scheduling & System Control

- Implemented Lufthansa Netline Crew and Ops++ across day-of-ops Crew Scheduling, Crew Planning, Crew Training, Bonus Pay and System Control
- Completed scoping and developed enhancements for Lufthansa Open Time Management tool
- Established performance reporting and processes / procedures for managing new DHL Cml operation
- Created over 45 custom, in-house reports for Operations using data out of new Lufthansa software in collaboration with IT

Ground Operations & Airport Affairs

- Coordinated 767-300 Load Planning conversion from Kilograms to Pounds in the DHL network without any interruptions in service
- Led the acquisition of new real estate near CVG to create a new aircraft stores location
- Developed and implemented home-based Instructor / Auditor program
- Successfully completed first TSA Corporate Inspection conducted by independent TSA inspectors
- Coordinated start up and continue to support aircraft ground operations for DHL in South America at Lima (LIM) and Quito (UIO)



Finance & Accounting

- Exceeded Total Revenue and EBIT budget
- Established monthly Directors Meeting to report on Financials, including latest Actuals vs. Budget/Forecast P&L comparisons
- Created multi-year Pro Forma and revamped Pricing Model for enhanced financial planning and analysis
- Transitioned from AS400/SABRE to Lufthansa for customer invoicing and reporting
- Updated Employee and Management Incentive Program

Human Resources

- Hired 166 new employees
- Implemented Employee Referral Bonus program for recruiting external candidates which resulted in 19 new hires including 11 pilots
- Improved 3rd party Insurance Broker for employee benefits by selection Lockton for ABX and ATSG companies
- Implemented internal Dispatch License Training program to assist employees in achieving their FAA Dispatch License
- Developed and administered Management Training classes on Decision Making, Business Case Development and Emotional Intelligence

Moving Forward in 2023

- Successful 2022 presents New Challenges in 2023
 - Need a renewed focus on On-Time Performance
 - Cost pressures from inflation – our job to manage run-rate cost increases
 - Reduction in flying – Amazon and DHL Transatlantic route
- Keys to our ongoing success as we look ahead to 2023
 - Strategic Thinking and Profitable Growth
 - Developing and Recruiting the Best People
 - Execution and Accountability – Performance for our Customers
 - Effort and Enthusiasm

Earn a 2024 Premium Discount through ATSG Wellness Program

Complete these two simple steps by September 30, 2023 to earn your 2024 Wellness Premium Discount:

- **Health Risk Assessment:** Complete the questionnaire in the Marathon Health Portal. Login to my.marathon-health.com, click the "MyHealth" tab, then select "Questionnaires".
- **Annual Physical:** Schedule your appointment in the portal or by calling 513-964-0830.

